



Source: Dr. Knoell Consult GmbH



Source:

Dr. Knoell Consult GmbH

Employees:

500

Location:

EU / Asia / USA

Industry sector:

Registration / Authorization
chem. Products & Substances

Website:

www.knoell.com

Clients and infrastructure worldwide

An international rollout for Dr. Knoell Consult GmbH

Introduction

Dr. Knoell Consult GmbH advises and supports approval and registration procedures for chemical products and substances worldwide. Dr. Knoell has been working as an independent service provider for the chemical and pharmaceutical industry since 1996 and now has 500 employees at locations in the EU, Asia and the USA. A guarantee for the deep understanding of your products is the high technical qualification of your experts and their international language skills. In addition to German and English, they speak many other European languages as well as Arabic, Chinese, Japanese and Thai.



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Marc Scheede, Head of IT,
Dr. Knoell Consult GmbH

„Medialine is always very customer- and solutionoriented and helps us with maximum commitment even in difficult cases.

Our Medialine account manager, Mr. Schult, always shows the same high level of commitment - whether it's exporting a single laptop to Korea or procuring servers in the six-figure range. As a customer, we feel well looked after.“

The challenge

The customer was looking for a supplier of clients and infrastructure solutions to uniformly equip all international locations via a central procurement channel. It was particularly important to specify standard configurations and to guarantee long-term availability and price stability. In addition, short shipping times and low delivery costs, even to non-EU countries, were key requirements.

The solution

Together with DELL, Medialine AG developed the right concept: standard configurations for notebooks, monitors and accessories were defined for the customer. Price stability and product availability were fixed in a framework agreement.

Medialine also takes care of the international shipment of orders, helping the customer with processing: with a central billing address in Germany, we developed a suitable concept for shipments to other European countries via various parcel services. For deliveries to non-European countries, such as Asia and the USA, Medialine worked out a shipping concept with Kühne+Nagel Logistik. When the products are ordered, Medialine takes care of all the necessary documentation for delivery, such as customs documents and certificates of origin. By additionally integrating the products into the Medialine online store, the products are now available around the clock and can be ordered simply and easily from anywhere in the world. „Medialine's online store has enabled us to further optimize our procurement process,“ says IT Manager Marc Scheede.

Medialine AG

As a full-service system house, we stand for customised solutions for medium-sized businesses and corporate groups. We fully support your company along the way - from requirements analysis, idea collecting and concept development to the development and implementation of the appropriate IT strategy as well as regular technical support and workshops for your employees. Thanks to our nationwide orientation, customers benefit from a close-knit network of sales and technical resources, which enables optimal service support on site.

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